

SPB COMPETENCIES													
PROFESSIONAL DEVELOPMENT COURSES OFFERED:	Integrity & Honesty	Work Ethic	Service Orientation	Accountability	Self-Management Skills	Interpersonal Skills	Communication Skills	Self-Development	Emotional Maturity	Macro-Oriented	Working With Others	Results-Oriented	Resource Management
ABC's and 123's of Public Purchasing in Mississippi	•		•	•			•						•
A Bomb Just Exploded, What Do I Do Now?		•			•	•	•		•		•	•	
Achieving Work/Life Balance		•			•			•					
Advanced Cultural Diversity					•	•	•	•	•		•		
Advanced Presentation Skills					•	•	•	•	•				
Advanced Writing					•	•	•				•	•	
Applying the Myers-Briggs Type Indicator			•		•	•	•				•		
Basics of Property Management in Mississippi	•			•						•		•	•
Birds of a Feather: Conflict Resolution & Difficult People				•	•	•	•	•	•		•		
Building Better Organizations Through Competencies										•		•	•
Building Blocks of Supervision	•				•	•	•	•					
Communicating with Employees: The Critical Link						•	•				•		•
Communication and Listening Skills						•	•				•		
Complaints/Compliments	•	•	•	•	•	•	•	•	•	•	•	•	•
Conquering Conflict					•	•	•	•	•		•		
Crisis: When Public Relations and Traditional Communications Won't Work						•	•				•	•	•
Cultural Diversity					•	•	•	•	•				
Cultural Intelligence					•	•	•		•		•		
Customer Service	•	•	•	•	•	•	•	•	•	•	•	•	•
Dealing with Difficult Customers		•	•							•			
Decisions, Decisions	•			•		•	•		•	•	•	•	•
Developing Self-Awareness					•		•		•		•		
Developing Trust in Your Employees / Co-workers	•				•	•			•		•		
Effective Collaboration					•	•	•	•	•	•	•	•	
Effective and Legal Interviewing Skills				•			•			•		•	
Effective Presentation Skills					•	•	•						
Effective Use of Electronic Presentations							•	•				•	•
E-Government: MS Open for Business 24 Hours!	•		•	•				•		•		•	•
Emotional Intelligence: The New Yardstick in Leadership Develop. Perform., and Career Advancement	•			•	•	•	•	•	•		•	•	•
Ethics 4 Everyone	•	•		•	•				•				
Etiquette in Business	•	•	•		•				•	•			
Facilitation: Its Art and Function					•	•	•	•	•	•	•	•	
Facilitation Skills: Making the Most of Team Meetings and Work Groups					•	•	•	•	•	•	•	•	
Finding Out What Your Customers Want	•		•	•		•	•		•	•		•	•
Gender in the Workplace					•	•	•	•	•		•		
Goal Setting for Managers		•	•	•		•	•		•	•		•	•

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Hiring for Excellence		•				•	•		•	•		•	
How to Conduct a Workplace Investigation	•	•		•			•		•	•	•	•	•
How to Manage Multiple Priorities		•		•	•	•	•						
HR Legal Application Practices						•	•		•		•	•	
Incident Command Systems	•	•	•	•	•	•	•	•	•	•	•	•	•
Individual Development Plans								•				•	•
Interpersonal Communication Skills for Managers			•		•	•	•	•			•		
Interpretation of the Myers-Briggs Type Indicator			•		•	•	•	•	•	•	•		
Introduction to RFP’s(Request for Proposals)	•			•		•	•			•		•	•
Leadership IQ: What’s Yours?						•	•			•	•		
Leadership Strategies for the Public Sector	•	•		•	•	•	•	•	•	•	•	•	•
Leveraging Conflict					•	•	•	•	•	•	•	•	
Making Diversity Work	•				•	•	•	•	•	•	•		
Management of Multiple Priorities for Yourself and Those Who Support You		•		•	•	•	•				•	•	•
Managerial Courage	•	•	•	•	•	•	•	•	•	•	•	•	•
Managing Difficult People	•	•	•	•	•	•	•	•	•	•	•	•	•
Managing in Tough Times	•	•	•	•	•	•	•	•	•	•	•	•	•
Managing Managerial Stress				•	•	•	•	•	•		•		
Motivation/Burnout					•			•	•		•	•	
Negotiation Skills			•		•	•	•	•	•	•	•	•	
Organizational Culture: Is it Built on Yazoo Clay?			•		•	•	•		•			•	
Overview of Government Processes				•						•		•	
Peacekeeping Strategies for the Workplace				•	•	•	•		•	•			
Performance Management	•	•	•	•	•	•	•	•	•	•	•	•	•
Positive Work Environment	•	•		•	•	•	•		•		•		
Powerful and Painless Presentations					•	•	•	•	•				
Practical Strategies for Public Communication			•		•	•	•	•		•		•	•
Practical Ways to Have a Balanced Life	•			•	•	•	•	•	•		•	•	•
Promoting and Maintaining a Respectful Work Environment	•					•			•	•			
Protecting Your Agency’s Assets	•	•		•			•	•		•			•
Public Records Management	•	•	•	•	•		•				•		•
Quality Improvement			•	•		•	•	•		•	•	•	•
Rights and Responsibilities	•	•		•	•	•	•	•	•	•	•		•
Smart Hire												•	•
SPB Human Resource Professional Course	•	•	•	•	•	•	•	•	•	•	•	•	•
Stress Management					•	•	•	•					
Successful Utilization of the Employee Assist. Program			•	•						•	•	•	•
Systems Thinking			•	•			•			•		•	

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Team Building for Improved Effectiveness			•		•	•	•	•	•	•	•	•	
The 4 Roles of Leadership	•		•	•						•	•	•	•
The 7 Habits of Highly Effective People	•	•	•	•	•	•	•	•	•	•	•	•	•
The Dynamics of Change			•		•								
The Intergenerational Workplace					•	•	•	•			•		•
The Legal Rights/Responsibilities of Public Managers	•	•		•	•	•	•	•	•	•	•		•
The Professional Coach	•					•	•				•		
The Public Manager's Legal Toolbox										•		•	•
Time Management			•		•			•	•			•	
Time Well Spent	•	•		•	•			•	•			•	
Understanding Diversity					•	•			•	•	•		
Understanding the Legislative Process in Mississippi			•				•						
Untangling the Confusing Web of ADA, FMLA	•	•		•	•	•	•	•	•	•	•		•
Using Competencies to Hire and Develop Star Performers												•	•
Using Competencies to Improve Performance												•	•
Using DISC for Management Success			•		•	•	•	•	•	•	•		
Wow Service!	•	•	•	•	•	•	•	•	•	•	•	•	•
Writing Advantage					•	•	•				•	•	